

**What is claimed is:**

1. A user goal oriented knowledge architecture and navigational system for real-time determination and submission of specific knowledge needs of a knowledge seeker, said system comprising:
  - a) a knowledge architecture including a plurality of bodies of knowledge classified on basis of outcomes or task goals of the knowledge seeker,
  - b) a series of Access Maps which connect the different bodies of knowledge, and upon request for specific knowledge, or task, said maps integrate the different knowledge bodies and access knowledge for the particular task.
2. A user goal oriented knowledge architecture and navigational system for real-time determination and submission of specific knowledge needs of knowledge seeker, the system comprising:
  - a) means of entry interfaces which establish knowledge seekers on the basis of their role or point of view;
  - b) means of Access Maps represented as a Direct Information Systems Highway to Answers (DISHA);
  - c) means of establishing and setting up relationships between and among the outcomes or goals sought by the knowledge seeker, and among groups of knowledge seekers.;
  - d) means of describing each outcome sought by knowledge seekers and its inter-relationship with other outcomes, and with relevant knowledge;
  - e) means of visual structures in the form of navigational maps that define the knowledge seekers' current frame of reference;

- f) means of evaluating the intuitive goal choices of the knowledge seeker to submit the seekers knowledge needs; and
  - g) means for delivering just in time knowledge to the knowledge seekers.
3. An Access Map comprising:
- a) an outcome being addressed by the map;
  - b) knowledge necessary for successfully accomplishing that outcome; and
  - c) visual structures which tie-up and configure the subsidiary outcomes in order to accomplish this outcome.
4. A D-N-A architecture of a user goal oriented knowledge architecture and navigational system for determining and submitting the knowledge requirements of a seeker, the system comprising:
- a) three role perspectives of firm management, know-how management, and task execution;
  - b) outcome sets for each perspective described as deliverable sets, know-how sets, and actionable sets;
  - c) subsets within each of the outcomes sets described as view sets within deliverables, know-how and actionable sets;
  - d) Access Maps; and
  - e) knowledge organized around each outcome, such that the user can meaningfully and effectively use that knowledge to achieve that outcome
5. The D-N-A architecture according to claim 4, the system comprising:

- a) a set of deliverable maps arranged in a layer;
- b) a set of process knowledge interfaces arranged in a layer;
- c) a set of actionable maps arranged in a layer;
- d) a set of entry interfaces to each layer and to the totality of the system;
- e) means of collecting data on deliverables, actionables, and know-how, and the inter-relationships between them;
- f) means of representing the said data in the form of appropriate visual structures that describe the above; and
- g) means of presenting the said maps of a), b), c), or d), and data and visual structures of e) or f), to the knowledge seekers, and thereby submitting appropriate knowledge and further navigational choices

6. The D-N-A architecture according to claim 4, wherein the deliverable layer aggregates all the outcomes sought by a corporation, said deliverables being further specified by outcomes defined by multiple perspectives including component view, technology view, and product view; said deliverables represented by Access Maps of type deliverable maps; said interface further including mechanisms for knowledge retrieval, knowledge capture or knowledge delivery; and said mechanisms including inter-related requirements of seekers within a deliverable.
7. The D-N-A architecture according to claim 4, wherein the know-how layer aggregates all the outcomes sought at the know-how level by a corporation,

said know-how outcomes being further specified by outcomes defined by multiple perspectives;  
said know-how outcomes represented by Access Maps of type know-how maps;  
said interface further including mechanisms for knowledge retrieval, knowledge capture or knowledge delivery; and  
said mechanisms including inter-related requirements of seekers within a process.

8. The D-N-A architecture according to claim 4, wherein the actionable layer comprises a plurality of individual portals, each of said individual portals being dedicated to an individual in an organization, thereby configuring said individual's needs.
9. The D-N-A architecture according to claim 4, wherein said actionable layer aggregates all the outcomes sought by each individual;  
said actionables being further specified by outcomes defined by multiple perspectives including career view, job profile, view and productivity view;  
said deliverables represented by Access Maps of type actionable maps;  
said interface further including mechanisms for knowledge retrieval, knowledge capture or knowledge delivery; and  
said mechanisms including inter-related requirements of seekers within a set of actionables.

10. A method of seeking knowledge on the basis of a seeker's specified goals or outcomes, said method comprising of:
- specifying the various goals of different seekers of knowledge from the same knowledge base;
- specifying the inter-relationships between the goals as a means for specifying navigation; and
- specifying the purposive knowledge requirements of the seeker in terms of specified outcomes, and means for ongoing updation and real-time delivery of the knowledge base on a regular basis by using DISHA.
11. A method of meeting specific knowledge requirements of an organization by building and maintaining updated knowledge bases, said method including the use of a D-N-A architecture.